

Customer Service Report for LSSB

For the period: Thursday, May 01, 2008 12:00:00 AM to Saturday, May 31, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	LSSB	Web	Other	DCS	LSSB	Other	DCS	LSSB	Other	To Close
Application Support											
COTS- Other/Troubleshoot	1	0	0	0	0	1	0	0	0	0	0
Specialized Application	1	0	0	0	0	0	0	0	1	0	10
ASR											
Other	0	0	0	2	0	0	0	0	2	0	0
General Information											
Inquiry	1	0	0	0	0	0	0	0	1	0	4
OS/390											
Database	1	0	0	0	0	0	0	0	1	0	54
Printer/VPS	1	0	0	0	0	0	0	0	1	0	40
OS/390 SOFTWARE											
OTHER SOFTWARE	0	0	0	5	0	3	0	0	2	0	0
Grand Total:	5	0	0	7	0	4	0	0	8	0	9

Total Tickets Closed:	8
Total Tickets Assigned/Pending/Checked Out:	4
Total Tickets Created:	12